

## **EAST HAMPTON PUBLIC LIBRARY**

### **Public Services Associate Position Description**

<b>Position Title:</b>	Public Services Associate
<b>Minimum Qualifications:</b>	High school diploma. Some college or LTA and equivalent library or public service experience preferred
<b>Reports To:</b>	Library Services Director or other assigned administrator

Under the general supervision of the Library Services Director or other assigned administrator, exercises initiative and judgment and makes informed decisions while performing typical duties:

- Accurately delivers standard circulation services; controls status of circulating library materials; executes patron-requested reserves; processes reserved materials and promotes their timely exchange; renews or recalls overdue materials; levies, collects and records receipt of overdue fines, lost/damaged materials charges, and equipment user fees.
- Creates and maintains accurate patron registration records used to manage circulation operations. Maintains patron confidentiality according to State Statute.
- Responds appropriately to standard public service requests offered in person, over the phone, or by email or refers the request to the appropriate staff member.
- Directs patrons to appropriate locations in the library; provides general descriptions of library collections, services and practices; instructs and assists patrons in the use of information finding aids.
- Instructs and assists patrons in core functions and appropriate use of library equipment, library and general public service software, and the Internet.
- Participates in selection, development, promotion and execution of library programs offered to patrons of all ages.
- Supports library collection development and maintenance: assists in the accurate execution of authorized orders for new materials; receives and records ownership of materials; processes materials for public use; withdraws outdated materials at administrator's discretion; participates in periodic inventory efforts.
- Attends educational seminars offered outside the library at the discretion of the Library Services Director or Children's Services Librarian.
- Accepts and accurately books meeting room reservations for Community Center meeting facilities.
- Performs other specialized project assignments related to the above duties.

#### **Required Knowledge, Skills and Abilities**

Desire to work with the public and assist a variety of people. Ability to communicate in a clear, effective manner and work cooperatively with library colleagues to provide high quality customer service. Motivated to accurately complete assigned work in a timely

manner. Ability to effectively use and interact with basic computer equipment, software, library database systems and the Internet.

**Certificates, Licenses, Registrations**

The position requires a valid driver's license.

**Physical Demands**

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee will occasionally be required to attend off-site meetings.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is generally quiet. May be exposed to dust and fluctuation in inside temperature. The employee will be required to operate typical business office equipment, including computer hardware and related operational and public service software. Schedule includes a combination of day, evening and weekend hours.

**Accommodations**

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

*This job description is not, nor is it intended to be a complete statement of all duties, functions and responsibilities that comprise the position.*

**Adopted: 2005**